



Drumglass High School Policy

Code of Conduct for Parents, Carers and Visitors

Date: October 2023

Policy created: October 2023

Date ratified by Board of Governors: October 2023

Signed: Mrs M Farrell

Next review date: October 2027

Responsible: M Shilliday

**Drumglass High School
Carland Road
Dungannon**

Overview

At Drumglass High School we have excellent relationships with our parents and value the contribution that parents play in the life of the school and in their children's education.

We provide many opportunities for parents to engage with school life including parent's evenings, invites to assemblies and participation in special celebrations.

We also regularly update our Facebook page to keep parents informed about school events and continually use text and email to parents to share relevant information with parents and guardians. Important information is also included on our school website.

SIMS parent app is available for all parents to access relevant information regarding their child's attendance, achievements, behaviour and school reports on progress and effort.

Reasons for Parental Code of Conduct Policy

We want all parents and guardians to be confident that there are arrangements in school to keep their children safe, as part of our safeguarding procedures the school has put in place this parental Code of Conduct policy to ensure that behaviour from parents does not cause the children and staff in school to feel distressed, threatened, or unsafe.

How to raise and Issue

If parents ever have an issue they would like to discuss in school the procedure to follow is:

- Phone the office (provide as much information as possible) and ask for a telephone appointment to discuss your issue with the class teacher. Please remember that teachers are in classes from 8.35am to 2.50pm and teaching classes is their priority.
- If the problem is not resolved make an appointment to speak to the Head of Year.

- If the problem is still not resolved, please make an appointment to speak to Mrs Irvine (Vice Principal) or Mrs Shilliday (Principal).
- If the problem is still not resolved, please see the School Complaints Procedure (a copy is available on the school website).

Our Expectations

- Parents communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children. Parents will be mindful that the school has a Christian ethos.
- Parents must always set a good example to children, demonstrating how to get along with all members of the school and the wider community.
- Parents are not permitted to record phone calls or meeting with staff without express permission from the member of staff. Members of staff may terminate a phone call or meeting, if they have reasonable suspicion that they are being recorded.
- You must book an appointment before arriving into school. This is to ensure that the member of staff is available to deal with your concern.

Behaviour that is deemed as unacceptable includes:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites
- Speaking in an aggressive or threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures or exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking

- Spitting
- Racist, sectarian, homophobic or sexist comments
- Parents must not approach and shout out at children or staff on the school premises under any circumstances.

Possible Follow up actions:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse or threatening behaviour. If a caller is aggressive or abusive on the phone they will be asked to speak calmly however if the behaviour persists the school representative may hang up the phone. The caller can then email the school info account outlining their concern.

If parents/ guardians or visitors become aggressive or abusive at any time on school premises, they will be asked to leave. School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents or visitors, school may and will ban parents from entering school and its grounds. It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises.

The police may be called to assist in removing the person concerned. The parent will not be permitted to enter the school grounds unless invited by a member of staff. Any future contact deemed necessary will be made via email.

Signed: ___M Farrell_____ (Chairman of Board of Governors)

Signed: M Shilliday_____ (Principal)

Date: ___October 2023_____